

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant	: Kumar et al.	Art Unit	: 2174
Serial No.	: 10/804,320	Examiner	: Boris M. Pesin
Filed	: March 18, 2004	Conf. No.	: 7310
Title	: CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S GRAPHICAL DASHBOARD		

Mail Stop Amendment

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

REPLY TO NOTICE OF NON-COMPLIANT AMENDMENT OF OCTOBER 19, 2009

Please amend the above-identified application as follows:

CERTIFICATE OF MAILING BY EFS-WEB FILING

I hereby certify that this paper was filed with the Patent and Trademark
Office using the EFS-WEB system on this date: November 3, 2009